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Terms and Conditions

Thank you for visiting the vive SPANISH website at www.vivespanish.com. The registered name of vive SPANISH is GC. Mediterranean Services, S.L., a company incorporated in Spain. The company's registered address is Calle Guardia Civil, 30-Bajo derecha, 46020 Valencia, Spain, and our CIF number is B13948971. Our school's address is vive SPANISH, Calle Guardia Civil, 30-Bajo derecha, 46020 Valencia, Spain.

By making a booking with vive SPANISH, you accept the terms and conditions set out below. Unless specifically agreed in writing, these terms and conditions take precedence over any other communication.

1. Course availability and details

Every effort will be made to place you on the course of your choice. Should there not be sufficient enrolments for a course, the school reserves the right to offer an alternative course of equal value. Please note that final confirmation of your place on the course will be subject to demand at each level. In the unlikely event that vive SPANISH is unable to run the course chosen by a student, an alternative course of equivalent value will be offered.

If your course is not at the appropriate level, we will try to accommodate you in a different class, subject to availability. To do this, we must receive written notification by the last working day of the first week of the course in which you are enrolled.

Courses are taught online or at our school. Please check the specific pages for each course for exact details. Class timetables and course content are as advertised on the website.

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Age

The minimum age stated for our courses is 18. vive SPANISH reserves the right to admit students under the age of 18 to its courses, provided that risk assessments have been carried out and appropriate safeguards are in place. If you wish, we can organise closed groups for students of any age. By making a booking with vive SPANISH, you accept the terms and conditions set out below. Unless specifically agreed in writing, these terms and conditions take precedence over any other communication.

Student attendance and holidays

Students must attend all scheduled classes regularly and give notice in the event of absence or late arrival. A 75 per cent attendance rate is required to be eligible for any of the certificates.

If a student misses 15 consecutive days of classes, the school will not issue any refund and the course will be cancelled. Even if the absence has been justified, notified well in advance and duly communicated (via email or WhatsApp), the school cannot guarantee that the student will be placed in the same group and/or level as they were in when they were absent.

It is the student's responsibility to notify the school at least 5 days in advance of the exact date of their return. In order to avoid, as far as possible, disrupting or adversely affecting the progress of students who do attend classes regularly, if a student who is absent fails to notify the school of their return, they accept the risk that there may be no places available in any of the groups currently open and will not be able to rejoin the class until the school notifies them of a possible return.

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Terms and conditions for the 1-year Intensive ELE & ELE + PCE course

September to December: Regular lessons, 20 hours per week.

December to January: Christmas holidays (1–2 weeks).

January to March/April: Regular lessons. 20 hours per week.

March/April: Easter holidays (1–2 weeks)

April to July: Regular classes, 20 hours per week.

August: Summer holidays or adjusted timetable (one month), except for students starting the programme at Level A1 for ELE + PCE.

The specific dates within the holiday periods described may be agreed with the student.

During the holiday periods, students may also choose to take part in extracurricular or cultural activities when the centre has them scheduled, subject to the conditions of each activity (some are free and others incur a cost separate from the course fee).

Public holidays in accordance with the working calendar published on the website.

HOLIDAYS

2026

April 2026: holidays from 20 to 26 April

August 2026: holidays from 3 to 30 August

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Public holidays (2026)

National Public Holidays:

1 January (Thursday): New Year's Day.

6 January (Tuesday): Epiphany (Three Kings' Day).

3 April (Friday): Good Friday.

6 April (Monday): Easter Monday.

13 April (Monday): St Vincent Ferrer.

1 May (Friday): Labour Day.

24 June (Wednesday): St John's Day.

15 August (Saturday): Assumption of the Virgin Mary.

12 October (Monday): Spanish National Day.

1 November (Sunday): All Saints' Day.

6 December (Sunday): Spanish Constitution Day.

8 December (Tuesday): Immaculate Conception.

25 December (Friday): Christmas Day.

Public holidays in the Valencian Community:

19 March (Thursday): St Joseph's Day.

6 April (Monday): Easter Monday.

13 April (Monday): St Vincent Ferrer.

9 October (Friday): Valencian Community Day.

Local public holidays in the city of Valencia:

22 January (Thursday): St Vincent the Martyr.

13 April (Monday): St Vincent Ferrer.

These local public holidays may vary and are usually officially confirmed the previous year.

In addition, the school will be closed for the Christmas holidays from 21 December 2026 to 3 January 2027 (both inclusive)

It is important to bear in mind that some national public holidays that fall on a Sunday, such as 1 November (All Saints' Day) and 6 December (Spanish Constitution Day), may not be moved to the following Monday in all autonomous communities. It is therefore advisable to check the official working calendar for the Valencian Community to confirm the arrangements for these two dates.

Specific terms for the 1-year intensive course, the ELE course and the ELE+ PCE course (see the section 'Student attendance and holidays')

Public holidays (2027)

National Public Holidays:

1 January (Friday): New Year's Day.

6 January (Wednesday): Epiphany (Three Kings' Day).

3 April (Friday): Good Friday.

6 April (Monday): Easter Monday.

12 October (Tuesday): Spain's National Day.

1 November (Monday): All Saints' Day.

6 December (Monday): Spanish Constitution Day.

8 December (Wednesday): Immaculate Conception.

Public holidays in the Valencian Community:

19 March (Friday): St Joseph's Day.

26 March (Monday): Easter Monday.

Local public holidays in the city of Valencia:

22 January (Friday): St Vincent the Martyr.

12 April (Monday): Saint Vincent Ferrer.

These local public holidays may vary and are usually officially confirmed the previous year.

In addition, the school will be closed for the Christmas holidays from 20 December 2027 to 2 January 2028 (both inclusive)

It is important to bear in mind that some national public holidays that fall on a Sunday, such as 1 November (All Saints' Day) and 6 December (Spanish Constitution Day), may not be moved to the following Monday in all autonomous communities. It is therefore advisable to check the official working calendar for the Valencian Community to confirm the arrangements for these two dates.

Specific terms for the 1-year intensive course, the ELE course and the ELE+ PCE course (see the section 'Student attendance and holidays')

Code of Conduct

In the event of serious misconduct, the student may be asked to leave the school immediately, in which case no refund will be made. vive SPANISH shall be the sole arbiter of what constitutes serious misconduct. All students found guilty of serious misconduct must pay for any damage caused.

Students must behave with respect and consideration towards fellow students and staff, and must take care of the equipment and materials they use.

Any actions by a student that go beyond the purely academic sphere and which teachers may feel encroach upon their personal space will be considered disruptive behaviour.

At vive SPANISH, we expect our students to:

Take responsibility for their own learning.

Show respect for fellow students, their teachers and the school

Participate actively and enthusiastically in class

Respond positively to the challenges posed by language learning; this is important for maintaining a positive and friendly atmosphere in the classroom at all times

To do this:

Attend classes

If you are joining online, take part in class with your video and audio switched on (unless you have asked the teacher for permission)

Arrive on time for all classes and return on time from breaks

Use the target language in class

Be respectful and polite towards your fellow students, recognising that they all come from different backgrounds and cultures and will often have different needs to your own

Cooperate with your fellow students

Respect your teacher's professional opinion regarding your level and progress, and follow their advice to improve more quickly

Listen to your fellow students and your teacher without interrupting them

Speak to your teacher first if you have any problems with the class or your learning

Follow all requests made by Vive staff

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2. Course booking

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Registration procedure

On our website, by email, via WhatsApp or through an official vive SPANISH representative

By credit card

By bank transfer By making a booking with vive SPANISH, you accept the terms and conditions set out below. Unless specifically agreed in writing, these terms and conditions take precedence over any other communication.

Payment for courses

All courses require full payment in advance. You will be sent an invoice or a payment link. We do not allow students with outstanding fees to attend classes or enter the classroom. Your place will not be confirmed until the full course fee has been received. If payment is made by bank transfer, the student will be responsible for any bank transfer charges not borne by vive SPANISH.

Students enrolled with an outstanding balance will be asked to make full payment before being admitted to their course. vive SPANISH reserves the right to refuse admission to any course if fees remain outstanding after arrival.

Course bookings for which payment is outstanding will not be considered confirmed until all fees have been paid in full, and no official course documentation will be issued until full payment of the course fees has been received.

Where the school offers promotions or discounts on certain courses, the student must attend the course within a time limit set by the school, which shall not exceed 2 months from the date of payment.

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3. Cancellation

For students on a visa who are required to have an official invitation from the school:

In the event of a visa refusal, the student must send the school a copy of the official decision issued by the relevant Spanish Embassy or Consulate.

Upon receipt of this refusal, the student must lodge the relevant appeal with the competent authority. With the student's express consent, the school may issue and send a letter of recommendation to the Embassy or Consulate in order to support the application.

Should the appeal also be rejected, and following official confirmation of the final refusal, the school will refund 90 per cent of the amount paid, deducting in all cases €60 for enrolment fees and €100 for the letter of invitation.

No refund will be made if the student does not lodge the aforementioned appeal.

Furthermore, should the student obtain the visa and subsequently fail to enrol on the course without just cause, they will not be entitled to any refund. In such a case, the school reserves the right to report this circumstance to the relevant Spanish Embassy or Consulate.

No refund will be made where the visa refusal is based on the submission of false documents, inaccurate statements, bad faith on the part of the applicant (in accordance with Article 39.9.b) of the applicable Royal Decree), or on any other circumstance beyond the school's control.

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It shall be the student's responsibility to obtain the relevant visa and to resolve any issues that may arise in this regard, with the support of vive SPANISH where appropriate.

In the event of cancellation of the programme for any reason, including visa refusal, vive SPANISH will retain and charge for the lessons previously attended by the student, at the prices published on the vive SPANISH website.

Long-term schemes (with deferred payment)

Nine (9)-month or annual Spanish courses and programmes, as well as combined programmes comprising Spanish and preparation for the PCE (Prueba de Competencias Específicas) or EBAU, may be enrolled in via a deferred payment scheme, with instalments and payment dates expressly agreed between the school and the student.

Notwithstanding the above, the student undertakes to enrol and remain enrolled for the entire duration of the programme contracted, regardless of the agreed payment schedule, and may not cite the instalment payment arrangement as grounds for partial withdrawal or modification of the scope of the programme initially contracted.

In the event of withdrawal, abandonment or interruption of the programme by the student prior to its completion, the instalments corresponding to the deferred payment scheme shall remain payable in full until the total cost of the contracted programme has been settled; early withdrawal shall not exempt the student from payment of outstanding instalments, unless the school expressly decides otherwise in accordance with the discretion set out in the following paragraph.

The school reserves the right, at its sole discretion, to waive, in whole or in part, the outstanding instalments arising from the deferred payment scheme; however, such a waiver, should it occur, shall not give rise to any right to claim it in future contracts nor shall it constitute a binding precedent for the student or for third parties.

Para el resto de estudiantes:

All cancellations must be notified to the school in writing.

For cancellations made one month prior to the course start date, the school will refund the amounts paid, with the exception of the registration fee (€60), which is non-refundable.

If cancellation occurs 2 weeks (14 days) or less before the course begins, no refund will be issued. However, the student may use the paid training hours within a maximum period of one calendar year from the originally scheduled start date.

For courses purchased via advance payment, special promotions, or discounted offers, no refunds will be provided in the event of cancellation. The student may, however, use the unused hours within a maximum period of one year from the written notification of cancellation.

The school reserves the right to cancel or reschedule courses if the minimum number of participants is not met or due to organizational reasons. In such cases, the student will be offered an alternative training option or, failing that, a refund of the amounts paid, excluding the registration fee (€60) and costs associated with issuing visa documentation (€100).

By making a reservation with vive SPANISH, you agree to the terms and conditions set forth below. Unless specifically agreed otherwise in writing, these conditions take precedence over any other communication.

4. Postponement

Students may postpone their start date by notifying the school at least 7 days before the course begins. All costs will be transferred to a later date. By making a booking with vive SPANISH, you agree to the terms and conditions set out below. Unless specifically agreed otherwise in writing, these conditions take precedence over any other communication.

5. Tailor-made courses and private lessons

Private lessons must be paid for at least 7 calendar days before they begin.

Cancellations: If a cancellation is made more than 24 hours before the scheduled start time, the student does not lose the lesson. If a cancellation is made with less than 24 hours' notice, the lesson is forfeited and deducted from the total number of lessons purchased.

All cancellations must be communicated via WhatsApp or email using the contact details provided on the website.

Download the full terms and conditions for our private lessons here: E2_PRIVATE_LESSON_TERMS. By booking with vive SPANISH, you agree to the terms and conditions set out below. Unless specifically agreed otherwise in writing, these conditions take precedence over any other communication.

6. Force majeure

In the event of "force majeure"—such as fires, floods, pandemics, infectious diseases, or other events beyond our reasonable control that may cause the school to close—fees will not be refunded to students, except at the school's discretion in exceptional circumstances. By making a booking with vive SPANISH, you agree to the terms and conditions set out below. Unless specifically agreed upon in writing, these conditions take precedence over any other communication.

7. Insurance

Students are not insured by vive SPANISH against illness, accident, theft, damage, or loss of personal belongings; therefore, the school cannot accept liability in such cases.

Before arriving, students should check whether their country has a healthcare agreement with Spain. If so, they must obtain the necessary forms and documentation before leaving their home country. (European Union citizens are covered by the Spanish National Health System for accidents and illness. Non-EU citizens must hold valid international health insurance for Spain.)

Health insurance is essential for all students, but we also recommend comprehensive private insurance (covering travel, cancellation, loss of property, etc.). Please ensure your insurance covers all potential emergencies. By making a booking with vive SPANISH, you agree to the terms and conditions set out below.

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8. Disclaimer

Changes to courses and brochure information.

vive SPANISH has made every effort to ensure that course information is useful and accurate as of the date of publication. However, certain changes—such as those regarding courses, facilities, or fees—may become necessary due to legitimate staffing, financial, regulatory, or academic reasons. vive SPANISH will always strive to minimize changes and keep students properly informed. Therefore, it is particularly important that you check the website for updates or contact vive SPANISH using the contact details provided on our website. By making a booking with vive SPANISH, you agree to the terms and conditions set out below. Unless specifically agreed otherwise in writing, these conditions take precedence over any other communication.

9. Copyright

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10. Complaints

Any complaints regarding material available on the vive SPANISH website or information about the school found on external websites will be addressed as soon as possible. These terms and conditions constitute the entire agreement between the parties regarding the use of the website. vive SPANISH reserves the right, at its sole discretion, to alter or modify the website and the terms and conditions without prior notice. Information contained on the website may be subject to specific conditions and/or disclaimers. By making a booking with vive SPANISH, you agree to the terms and conditions set out below. Unless specifically agreed otherwise in writing, these conditions take precedence over any other communication.

II. Accommodation

GENERAL TERMS AND CONDITIONS FOR ALL TYPES OF ACCOMMODATION (HOST FAMILY, SHARED APARTMENT, OR RESIDENCE):

Our school acts solely as an intermediary between students and host families or accommodation providers to facilitate housing for our students. The school acts only as a holder of the payment made by students, subsequently remitting these funds to the host families or accommodation providers. Therefore, any student dissatisfaction regarding the accommodation—or any legal action taken—must be addressed directly to the owner or company that provided the service; our school bears no liability in this regard. However, as part of our mediation service, we commit to helping the student find alternative accommodation at no extra cost. The school will provide student details to host families or accommodation providers at the time of booking (full name, nationality, age, special requests, arrival and departure dates/times, flight number, contact and emergency phone numbers, etc.). Likewise, the school will provide students who have confirmed their booking with information regarding their assigned accommodation (address, host's name, and contact number). Students will be required to sign documentation regarding their accommodation, in accordance with the requirements of the accommodation providers.

vive SPANISH will include the cost of the chosen accommodation—as well as any required security deposit—in the proforma invoice or quote for the course requested by the student.

The host family or accommodation provider will contact the student shortly before arrival to provide important details such as key collection, door access codes, schedules, etc.

Should a student be dissatisfied with their chosen accommodation, the reasons will be reviewed, and the school will assess the possibility of a change, subject to availability.

Those responsible for each accommodation option will inform students of the applicable cancellation policies.

Download the specific conditions for each type of accommodation at this link: [ACCOMMODATION CONDITIONS](#)

CONDICIONES ALOJAMIENTO

HeyHola 🙌, bienvenido a **Vive Spanish – a Spanish language school in Valencia**

¿Podemos ayudarle?

Abrir chat



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